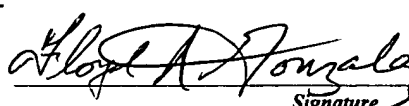

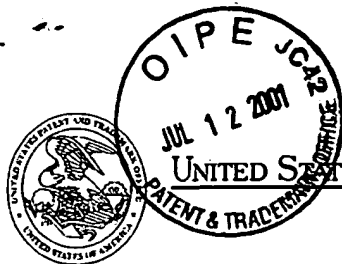


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TRANSMITTAL OF FORMAL DRAWINGS (In Response to Notice of Informal Drawings)				Docket No. POU920010073US1	
In Re Application of: Donald P. Muller					
Serial No. 09/870,758	Filing Date May 31, 2001	Batch No.	Examiner	Art Unit 2152	
Invention: AUTOMATED CUSTOMER SURVEY USING THE WEB					
Address to: Assistant Commissioner for Patents Washington, D.C. 20231					
In response to the NOTICE OF INFORMAL DRAWINGS mailed on <u>July 3, 2001</u> attached please find: (date)					
(a) 2 sheets of formal drawing(s) for this application.					
Each sheet of drawing indicates the identifying indicia suggested in 37 CFR Section 1.84(c) on the reverse side of the drawing.					
(b) A copy of the NOTICE OF INFORMAL DRAWINGS.					
 Signature Floyd A. Gonzalez, Reg. 26,732 IBM Corporation Intellectual Property Law 2455 South Road, P386 Poughkeepsie, New York 12601 (845) 433-1163 Fax: (845) 432-9786			Dated: <u>July 10, 2001</u>		
			<div>I certify that this document and attached drawings are being deposited on <u>July 10, 2001</u> with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.</div> <div> Signature of Person Mailing Correspondence Susan L. Nelson Typed or Printed Name of Person Mailing Correspondence</div>		



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WASHINGTON, D.C. 20231
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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/870,758	05/31/2001	Donald P. Muller	POU920010073US1

CONFIRMATION NO. 8811

FORMALITIES LETTER



OC000000006256473

Floyd A. Gonzalez
IBM Corporation
2455 South Road, P386
Poughkeepsie, NY 12601

Date Mailed: 07/03/2001

NOTICE TO FILE CORRECTED APPLICATION PAPERS

Filing Date Granted

This application has been accorded an Application Number and Filing Date. The application, however, is informal since it does not comply with the regulations for the reason(s) indicated below. Applicant is given **TWO MONTHS** from the date of this Notice within which to correct the informalities indicated below. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a)

The required item(s) identified below must be timely submitted to avoid abandonment:

- Substitute drawings in compliance with 37 CFR 1.84 because:
 - drawing sheets do not have the appropriate margin(s) (see 37 CFR 1.84(g)). Each sheet must include a top margin of at least 2.5 cm. (1 inch), a left side margin of at least 2.5 cm. (1 inch), a right side margin of at least 1.5 cm. (5/8 inch), and a bottom margin of at least 1.0 cm. (3/8 inch);
 - drawings submitted to the Office are not electronically reproducible. Drawing sheets must be submitted on paper which is flexible, strong, white, smooth, non-shiny, and durable (see 37 CFR 1.84(e));

*A copy of this notice **MUST** be returned with the reply.*

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Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE